



# WARRANTY POLICY

**Dear Greentom customer,  
Offering you high quality, sustainable and, above all, safe products is very important to us.  
Below you will find Greentom's warranty policy. Thank you for joining us in creating a green tomorrow!  
♥ the Greentom Team**

## REGISTRATION

Please register your Greentom within 3 months after purchase. The serial number can be found on the green tag attached to the frame. Registration can be done at the Greentom website: [www.greentom.com](http://www.greentom.com)

## A. TWO-YEAR LIMITED WARRANTY – WITHOUT REGISTRATION

### **This warranty is not valid in the following cases:**

- In case of use or purpose other than described in the manual.
- If the product is not supplied to the manufacturer with the original purchase receipt (from the Greentom webshop, retailer and /or importer).
- If repairs were carried out by third parties or by a dealer that is not authorized by Greentom.
- If the defect is the result of improper or careless use or maintenance, negligence or impact damage to the fabric seat and / or frame.
- If the parts show normal wear and tear that may be expected from daily use (wheels, rotating and moving parts etc.).

### **Date of effect:**

The warranty becomes effective on the date the product is purchased.

### **Warranty term:**

- The warranty applies for a period of 24 consecutive months from the date of purchase.
- The warranty only applies to the first owner of the Greentom stroller and is not transferable.

### **What to do in case of defects:**

- After purchasing the product, keep the purchase

- receipt. The date of purchase must be clearly visible on the receipt. Should problems or defects arise please contact your retailer (check the store locator on our website for stores in your neighbourhood).
- Repairs do not give entitlement to extension of the warranty. Products that are returned directly to Greentom without notice are not eligible for warranty.
- This Warranty Clause conforms to European Directive 99 / 44 / EG of 25 May 1999.
- We guarantee this product is manufactured in accordance with the current European, US, Asian and Australian (depending on your territory) safety requirements and quality standards which are applicable to this product, and this product is free from defects in workmanship and material at the time of purchase. During the production processes the product is subjected to various quality checks.
- If this product, despite our efforts, shows a material / manufacturing fault within the warranty period of 24 months (with normal use as described in the user instructions) we will comply with the warranty terms and conditions. In this case please contact your retailer.
- Greentom reserves the right to service the warranty resolution to the claim via replacement of parts or with a replacement of the stroller, to be determined by Greentom.

## B. LIFETIME WARRANTY – WITH REGISTRATION

- If you register your Greentom product on our website within three months after the date of purchase, you will automatically extend your regular two-year warranty to a lifetime warranty.
- The lifetime warranty applies to the frame only, excluding Wheels and Swivels (wheel, rim, swivel, ball bearings, velcro, wheel fastener, wheel cap). Normal

- wear and tear or damage (torn / scratched / punctured by sharp stones) to the wheels are not included in the lifetime warranty.
- All provisions and remarks as stated under the two-year limited warranty section are also applicable to the lifetime warranty.

## CONTACT & QUESTIONS

Should you have any questions, please contact your dealer or importer or contact Greentom:  
[support@greentom.com](mailto:support@greentom.com) | 0031 434 100887

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